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## Frequently Asked Questions



### **Do you create custom cookie designs?**

Why yes I do! It's our favorite thing to do as a matter of fact. We begin the design process by sending you a mini questionnaire to tell us about your upcoming event. We then create a unique set of cookies to compliment and coordinate with your theme, style and even colors.

### **How do I place an order?**

You may start by filling out our start an order form [here](#) or you may send an email directly to us at [thedoughbar@gmail.com](mailto:thedoughbar@gmail.com). Please include the following information in your initial communication to us, Name, email, phone, date of the event, type of event (wedding, corporate, shower, birthday or just because). Please also include the date you will need your order, quantity (min 12 cookies) and any additional information such as theme or color scheme. You may also include pictures however we do not imitate but we will be inspired by other's creativity.

### **What is the cost for Hand-decorated Dough Bar sugar cookies?**

While our prices may vary based on details, size and quantity of order the average price is around \$3.50 per cookie.

We recognize that our cookies are an investment and may not always be perfectly in line with every budget. However, we make every effort to work with our clients and potential clients to find the right mix of size, details and quantity to fit your needs.

### **How will I receive my custom sugar cookies?**

Cookies may be picked up directly from us at our Irving location unless other arrangements have been made.

### **Do you ship your custom sugar cookies?**

At this time we are not offering shipping. As we progress we will update you to the status of our shipping.

### **Do you have a minimum order for your custom sugar cookies?**

Yes! Our minimum order is one dozen cookies with a maximum of 2 designs.

### **How do you package your hand-decorated cookies?**

Our cookies are packed in individually wrapped clear cellophane bags and heat sealed at the top. Cookies are then placed on a bed of paper shred in a gift box. As an alternative if you are serving the cookies on platters at an event you may have them packaged on a platter. Please state which packaging option you would prefer at the time of placing your order.

Individual packaging may be upgraded to our extra-long cello favor bags with ribbon at an additional cost

### **How long will custom sugar cookies stay fresh?**

When sealed and maintained properly our cookies will remain fresh for up to 3 weeks. We highly recommend keeping the cookies in a cool dry place and leaving them in the original heat sealed bag.

If you would like to preserve a cookie longer as a keepsake you may place it in the freezer in its original heat sealed bag and upon removing do not open bag until contents have come to room temp.

### **What is in custom sugar cookies?**

Our cookies are made with sweet cream butter, sugar, confectionary sugar, eggs, flour, baking powder, salt, meringue powder, cream of tartar, gel food color.

While there are no nuts in our custom sugar cookies we are not a nut free facility. Allergens: nuts, wheat, eggs, dairy. We do not currently offer gluten-free.